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ABSTRACT

In this new, expanded edition step-by-step guidelines are provided for customizing a staff development program that is both proactive and goal-oriented. Drawing on the advice of 37 top experts with a variety of skill sets, this book presents information on how to assess a library's needs and set training goals, budget appropriately, develop a set of core competencies, and map out a program specifically for a library's individual setting. Including hands-on training guidance, 14 new chapters focus on current trends in staff development including online tutorials, technical training, customer service approaches, and mentoring. This new edition includes: realistic and relevant goal setting; program infrastructure development; incorporation of core competencies; diversity in staff development; and coaching and team skills. Enhanced with case studies and sample assessment surveys from both academic and public library settings, this edition will help libraries of all types, with staff at all levels, to deliver cutting-edge and customer-based services. Thirty-one chapters are divided into seven parts: Concepts; Building a Staff Development Program; Developing Your Staff; Making the Most of Trainers; Designing Instructional Programs; Ensuring Success; and Resources. Includes an index. (AEF)

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